



Department of Health and Human Services
Child and Family Services
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May 20, 2014

Dear MaineCare Provider of children's behavioral health services:

In the coming six months, the Office of Child and Family Services will be rolling out electronic reporting of reportable events and critical incidents. This letter explains the types of changes that will be coming and why.

Critical Incidents:

Critical incident reporting is an expected practice among all MaineCare providers of children's services. This mandate is not new for critical incidents; however, expectations and participation have not been clearly articulated by OCFS across all service types. Types of events considered critical incidents include client death, physical plant disaster, and events that cause harm or risk of harm to clients.

Reportable Events:

Reportable events have been an expectation of the behavioral regulations for youth with intellectual disabilities or autism spectrum disorders, though expectations on compliance have been inconsistently applied across the state. Reportable events include a variety of behavioral incidents and interventions including restraint and isolation.

The electronic system identified will be web-based through the Enterprise Information System (EIS), which is already familiar for many providers. This system will replace faxed event reporting and some types of aggregate monthly data reporting and is the same system used of the Office of Aging and Disability Services, allowing continuity of information across offices.

OCFS is moving to an electronic system of collection of reportable events and critical incidents for a variety of reasons. Working between offices within the same system will allow timely, accurate assessment of youth transitioning to adulthood. Event specific reporting will allow for greater ability to track and route incidents and responses, as well as enable use of data to track and identify trends on a client, agency, and statewide basis. Data from the electronic reportable events system will be incorporated into the service site review process for the purposes of providing feedback and program improvement efforts.

OCFS recognizes changes can be challenging and take some adjustment. This rollout will be a phased implementation by service type, starting with those who are already familiar with EIS. Training and a manual will be provided. Administrative burden is expected to be minimal, especially for providers who are fully participating in critical incident and reportable events reporting and are currently using EIS for other tasks.

Your primary point of contact for this project will be your MaineCare contract manager, either Mike Parker, Cheryl Hathaway, Nadine Martin, or Pam Dubois. These individuals will be reaching out, service type by service type to engage your agency and bring them up-to-speed on expectations around reporting and the new method. Comments and concerns should be directed to Stephanie Barrett, Resource Coordination Team Leader.

Sincerely,

A handwritten signature in blue ink that reads "Therese Cahill Low". The signature is written in a cursive, flowing style.

Therese Cahill Low
Director, Office of Child and Family Services